



Avaya 3100 Mobile Communicator

Fundamentals

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New in this release

The following sections detail what's new in *Avaya 3100 Mobile Communicator Fundamentals* (NN42030-109) in Avaya 3100 Mobile Communicator (Avaya 3100 MC) for Release 3.1.

- ["Features" \(page 7\)](#)
- ["Other changes" \(page 9\)](#)

Features

See the following sections for information about feature changes.

- ["Administration enhancements" \(page 7\)](#)
- ["Client and Web User Interface \(UI\) enhancements" \(page 8\)](#)

Administration enhancements

Avaya 3100 Mobile Communicator Release 3.1 contains the following administration enhancements.

- A freshly-installed Avaya 3100 Mobile Communicator Gateway comes with English prompts. The administrator can upload prompts in other languages onto the Avaya 3100 Mobile Communicator Gateway. Callers into the Avaya 3100 Mobile Communicator hear prompts in the system default language.
- New configuration parameters for call features appear in the Web Administration Console.
- Ability to add an audio media file to support Music on Hold.

In the documents, the Web Console has been renamed to the Web Administration Console.

For more information, see *Avaya 3100 Mobile Communicator Administration and Security* (NN42030-600).

Client and Web User Interface (UI) enhancements

The Avaya 3100 Mobile Communicator Client (Avaya 3100 MC - Client) for BlackBerry, Avaya 3100 Mobile Communicator - Client for Nokia, Avaya 3100 Mobile Communicator Client for Windows Mobile, and the Avaya 3100 Mobile Communicator-Web UI (Avaya 3100 MC - Web UI) contain the following enhancements:

- **Rapid Call Delivery:** The Call Screening Enabled parameter controls call delivery. When Call Screening Enable is not selected, incoming calls are sent immediately to the mobile phone.
 - When the client is active on a Class A (3G or WiFi, with a data channel available on a call) device, a data notification message from the server tells the client if the call is an enterprise call, resulting in the client coming to the foreground on the device.
 - When the client is active on a Class B device, the client must be brought to the foreground manually.
- **Cellular Voicemail Avoidance:** When configured, calls to a user receive a prompt, which the user must acknowledge, before the call is connected. Because voice mail systems cannot answer the prompt, the call does not get answered by the voice mail system.
- **Native Call Intercept:** When configured, the Avaya 3100 MC - Client intercepts all calls from the native dialer and routes the calls. This feature enables users to benefit from the Avaya 3100 MC - Client features without dialing from the Avaya 3100 MC - Client application. When enabled, users can make personal calls that route to their service provider using Personal mode.
- **Presence Simplification:** Avaya 3100 MC - Client supports the following presence states:
 - Available
 - Away
 - Extended Away
 - Busy
 - Do Not Disturb
 - Offline
 - On the Phone

Users can also add a custom caption to the states.

The Enterprise Call Server manages Do Not Disturb call handling.

- **Music on Hold:** The Avaya 3100 Mobile Communicator Gateway plays an audio file stored on the Avaya 3100 Mobile Communicator Gateway for any call that is put on hold. The administrator can replace the file with a customized file, as required.

The Avaya 3100 MC - Client for Nokia user interface contains the following enhancements:

- updated graphical user interface
- support for the Native Call Intercept feature

The Avaya 3100 MC - Client for BlackBerry and Avaya 3100 MC - Client for Windows Mobile user interfaces contain the following enhancements:

- when the administrator installs localized prompts on the Avaya 3100 Mobile Communicator Gateway, the clients that are configured to use the local language hear the prompts in that language. The Avaya 3100 MC - Client for Nokia supports only English prompts.

The Avaya 3100 Mobile Communicator - Web UI contains the following enhancements:

- Time of Day Routing: Calls can be routed to different locations, based on the time of day and day of week. The feature also includes a time zone parameter to configure the user's time zone, and to enable the display of call logs using the configured time zone (instead of the Avaya 3100 Mobile Communicator Gateway timestamp).

For more information, see the following documents:

- *Avaya 3100 Mobile Communicator - Client for BlackBerry User Guide* (NN42030-101)
- *Avaya 3100 Mobile Communicator - Client for Nokia User Guide* (NN42030-102)
- *Avaya 3100 Mobile Communicator - Client for Windows Mobile User Guide* (NN42030-107)
- *Avaya 3100 Mobile Communicator - Deployment Guide* (NN42030-301)

Other changes

The following other changes were made to this document.

- Moved the Technical documentation changes section from this chapter to the Documentation roadmap chapter.
- Updated the Documentation roadmap section to conform with the latest standards.

Revision history

July 2010	Standard 02.03. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Updated Table 2 "Supported devices" (page 19) and added " Avaya 3100 MC - Client for iPhone " (page 19).
November 2009	Standard 02.02. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Updated Table 2 "Supported devices" (page 19) .
October 2009	Standard 02.01. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1.
July 2009	Standard 01.03. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0 and the Avaya Communication Server 2100 (Avaya CS 2100). Information regarding the Avaya CS 2100 is added.
April 2009	Standard 01.02. This document is issued to update technical content to remove the following sections: • Installing the ECM Avaya 3100 Mobile Communicator Gateway software • Adding the Avaya 3100 Mobile Communicator Gateway as an element from the primary ECM • Upgrading to a different network framework • Accessing the Avaya 3100 Mobile Communicator Web Console from the ECM
September 2008	Standard 01.01. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0.

Overview

This document describes the Avaya 3100 Mobile Communicator (Avaya 3100 MC) product.

Navigation

- ["Avaya 3100 Mobile Communicator overview" \(page 13\)](#)
- ["Avaya 3100 Mobile Communicator - Clients" \(page 17\)](#)
- ["Avaya 3100 Mobile Communicator - Web UI" \(page 23\)](#)
- ["Avaya 3100 Mobile Communicator Gateway" \(page 25\)](#)
- ["Other components" \(page 31\)](#)
- ["Documentation roadmap" \(page 33\)](#)
- ["Avaya 3100 Mobile Communicator communication call flows" \(page 41\)](#)
- ["Terminology" \(page 47\)](#)

Avaya 3100 Mobile Communicator overview

This section gives an overview of the Avaya 3100 Mobile Communicator product and architecture.

Navigation

- "Avaya 3100 Mobile Communicator product" (page 13)
- "Avaya 3100 Mobile Communicator architecture" (page 14)
- "Avaya 3100 Mobile Communicator features" (page 15)

Avaya 3100 Mobile Communicator product

The Avaya 3100 Mobile Communicator (Avaya 3100 MC) provides access to voice and messaging services over a wireless and a cellular network and extends commonly used Private Branch Exchange (PBX) features to mobile devices.

Avaya 3100 Mobile Communicator supports several Avaya communication servers. This document describes the interworking with Avaya 3100 Mobile Communicator and Avaya Communication Server 1000 (Avaya CS 1000). For the list of supported communication servers, see the Avaya 3100 Mobile Communicator Product Bulletin at www.avaya.com.

Avaya 3100 Mobile Communicator consists of the following components:

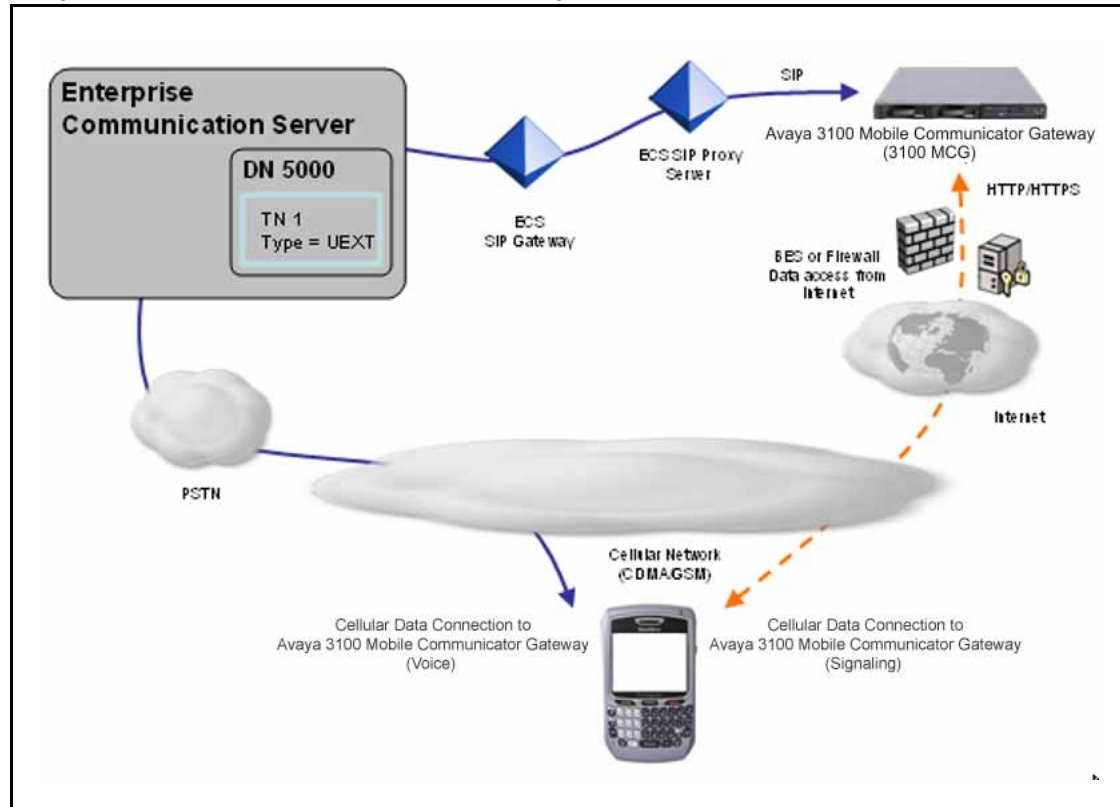
- Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) for three wireless devices:
 - Avaya 3100 Mobile Communicator - Client for BlackBerry
 - Avaya 3100 Mobile Communicator - Client for Nokia
 - Avaya 3100 Mobile Communicator - Client for Windows Mobile
- Avaya 3100 Mobile Communicator - Web UI (Avaya 3100 MC - Web UI)
- Avaya 3100 Mobile Communicator Gateway to communicate between the clients and the communication server

Avaya 3100 Mobile Communicator architecture

The following diagram shows the Avaya 3100 Mobile Communicator network architecture.

Figure 1

Avaya 3100 Mobile Communicator and Avaya CS 1000 network architecture



The Avaya 3100 Mobile Communicator - Client for BlackBerry, the Avaya 3100 Mobile Communicator - Client for Nokia, the Avaya 3100 Mobile Communicator - Client for iPhone, the Avaya 3100 Mobile Communicator - Client for Windows Mobile, the Avaya 3100 Mobile Communicator Web UI, and the Avaya 3100 Mobile Communicator Gateway depend on the following communication server components:

Avaya Communication Server 1000

- Call server
- SIP Gateway
- SIP Proxy Server (SPS)

For more information, see *Avaya 3100 Mobile Communicator Deployment Guide* (NN42030-301).

Avaya 3100 Mobile Communicator features

The following table lists the features available in Avaya 3100 Mobile Communicator.

Table 1

Avaya 3100 Mobile Communicator features

	Client Calls	Web UI
Single Enterprise number reachability	√	√
Single Enterprise number identity	√	√
Enterprise Calling Restrictions (NCOS)	√	√
Single Enterprise Voice mail support with cellular Voice mail avoidance	√	√
Access to Enterprise Dial Plan	√	√
Access to Corporate Directory	√	X
Access to Local Directory on Mobile device	√	X
Advanced Call Control: Direct Outbound calls using the Enterprise voice network	√	X
Advanced Call Control: Call-me-First calls using the Enterprise voice network	√	√
Advanced Call Control: Dynamically redirect incoming calls to any phone number	√	X
Presence and Instant message support within closed Avaya 3100 Mobile Communicator - Client user group	√	X
Microsoft Office Communications Server 2007 (OCS 2007) interoperability support for voice calls	√	√
Integrated Virtual Private Network (VPN) for Voice over WLAN (VoWLAN) security	N/A	N/A
Call Detail Recording (CDR)	√	√
Message Waiting Indicator (MWI)	√	√
Call Logs	√	X
Busy State (Active Call on Mobile appears on other line appearances and OCS presence)	√	√
Device Handoff: Move call from Mobile to Desk phone or vice versa	√	√
Mid Call Feature: Hold	√	√
Mid Call Feature: Retrieve	√	√

Table 1
Avaya 3100 Mobile Communicator features (cont'd.)

	Client Calls	Web UI
Mid Call Feature: Consultation call	√	√
Mid Call Feature: Drop consultation call, Back to held call	√	√
Mid Call Feature: Swap between consultation and primary call	√	√
Mid Call Feature: Blind transfer	√	√
Mid Call Feature: Consultative transfer	√	√
Mid Call Feature: Ad hoc conference	√	√
Instant Conferencing: Invite a list of participants defined by a group list	√	X
Over the air download of client	√	X

Avaya 3100 Mobile Communicator - Clients

Avaya 3100 Mobile Communicator (Avaya 3100 MC) provides software applications, called the Avaya Mobile Communicator Clients (Avaya 3100 MC - Client), which extend the Avaya 3100 Mobile Communicator functionality to the following devices:

- Research in Motion (RIM) BlackBerry
- Nokia
- Apple iPhone
- Handheld devices that support Microsoft Windows Mobile Version 5.0 (WM5) and Windows Mobile Version 6.0 (WM6).

Navigation

- ["Avaya 3100 MC - Client overview" \(page 17\)](#)
- ["Avaya 3100 MC - Client hardware and software" \(page 19\)](#)

Avaya 3100 MC - Client overview

These clients support cellular voice services. The Avaya 3100 Mobile Communicator - Client provides communication using the Avaya 3100 Mobile Communicator Gateway. The client extends Enterprise features, hosted within the Enterprise infrastructure, to mobile phones.

The following sections explain the device-specific information.

- ["Avaya 3100 MC - Client for BlackBerry" \(page 18\)](#)
- ["Avaya 3100 MC - Client for Nokia" \(page 18\)](#)
- ["Avaya 3100 MC - Client for Windows Mobile" \(page 18\)](#)
- ["Avaya 3100 MC - Client for iPhone" \(page 19\)](#)

For more information about the individual clients, see:

- *Avaya 3100 Mobile Communicator - Client for BlackBerry User Guide* (NN42030-101)
- *Avaya 3100 Mobile Communicator - Client for Nokia User Guide* (NN42030-102)
- *Avaya 3100 Mobile Communicator - Client for Windows Mobile User Guide* (NN42030-107)
- *Avaya 3100 Mobile Communicator - Client for iPhone User Guide* (NN42030-111)

Avaya 3100 MC - Client for BlackBerry

The Avaya 3100 MC - Client for BlackBerry operates on RIM BlackBerry devices. The Avaya 3100 MC - Client for BlackBerry is a single mode client that provides single-mode communication using the Avaya 3100 Mobile Communicator Gateway.

The Enterprise-hosted BlackBerry Enterprise Server (BES) defines the data networking requirements between the BlackBerry device and the BES. The BES configuration must include the BlackBerry Mobile Data System (MDS) to allow the Avaya 3100 MC - Client for BlackBerry to route Hypertext Transfer Protocol (HTTP) traffic to the BES, and then to the Avaya 3100 Mobile Communicator Gateway.

When you deploy the Avaya 3100 Mobile Communicator Gateway, data originates from the BES for all of the Avaya 3100 MC - Client for BlackBerry clients. The RIM infrastructure manages the boundary between the untrusted and trusted network, making the overall solution deployment less complex.

Avaya 3100 MC - Client for Nokia

The Avaya 3100 MC - Client for Nokia operates on Nokia mobile devices. The Avaya 3100 MC - Client for Nokia connects directly to the Avaya 3100 Mobile Communicator Gateway and requires a Wireless Access Point or an Internet connection through the Enterprise firewall.

The Avaya 3100 MC - Client for Nokia does not contain integrated VPN software. Any industry-standard VPN software for the Nokia device can be used.

Avaya 3100 MC - Client for Windows Mobile

The Avaya 3100 MC - Client for Windows Mobile operates on a wireless-enabled Windows Mobile handheld device. For supported modes, see the Avaya 3100 Mobile Communicator Product Bulletin at www.avaya.com.

Avaya 3100 MC - Client for iPhone

The Avaya 3100 MC - Client for iPhone operates on an iPhone handheld device. With the client, calls that users make and receive with their iPhones appear to originate and terminate from a single number, usually their enterprise extension. The Avaya 3100 MC - Client for iPhone also supports instant messaging and presence. For supported modes, see the Avaya 3100 Mobile Communicator Product Bulletin at www.avaya.com

Avaya 3100 MC - Client hardware and software

This section documents the hardware and software for Avaya 3100 MC - Client.

- ["Supported devices" \(page 19\)](#)
- ["Avaya 3100 MC - Client software installation" \(page 22\)](#)
- ["Avaya 3100 MC - Client administration and security" \(page 22\)](#)

Supported devices

Avaya 3100 MC - Client supports the devices in the following table.

Attention: The following table displays the supported devices at the time this document was released. For a complete list of supported devices, see the Avaya 3100 Mobile Communicator Product Bulletin at www.avaya.com.

Table 2
Supported devices

Device brand	Model	Operating system (OS)	Avaya 3100 MC Rel 3.1	Avaya 3100 MC Rel 3.1 (SU2)
iPhone	3G	iPhone OS 3.1.2		S
iPhone	3GS	iPhone OS 3.1.2		S
BlackBerry	81xx (Pearl)	RIM OS v4.1 and later	S	S
BlackBerry	83xx (Curve)	RIM OS v4.1 and later	S	S
BlackBerry	85xx (Curve)	RIM OS v5.0 and later		S
BlackBerry	87xx	RIM OS v4.2.1 and later	S	S
S represents single mode client in current release.				

Table 2
Supported devices (cont'd.)

Device brand	Model	Operating system (OS)	Avaya 3100 MC Rel 3.1	Avaya 3100 MC Rel 3.1 (SU2)
BlackBerry	88xx	RIM OS v4.1 and later	S	S
BlackBerry	89xx (Curve)	RIM OS v4.2.1 and later	S	S
BlackBerry	9000 (Bold)	RIM OS v4.6	S	S
BlackBerry	9200 (Curve)	RIM OS v4.6	S	S
BlackBerry	9500 (Storm)	RIM OS v4.7	S	S
BlackBerry	9550 (Storm 2)	RIM OS v5.0		S
BlackBerry	9600 (Tour)	RIM OS v4.7	S	S
BlackBerry	9700 (Bold 2)	RIM OS v5.0		S
Motorola	Q (9h)	WM6	S	S
Motorola	Q Global	WM6	S	S
Motorola	Q9c	WM6	S	S
Nokia	E50	Symbian v 9.1 S60 3rd Ed.	S	S
Nokia	E51	Symbian v 9.2 S60 3rd Ed. FP1	S	S
Nokia	E52	Symbian v 9.3 S60 3rd Ed. FP2	S	S
Nokia	E55	Symbian v 9.3 S60 3rd Ed. FP2	S	S
Nokia	E60	Symbian v 9.2 S60 3rd Ed.	S	S
Nokia	E61	Symbian v 9.1 S60 3rd Ed.	S	S
Nokia	E62	Symbian v 9.1 S60 3rd Ed.	S	S
Nokia	E63	Symbian v 9.2 S60 3rd Ed. FP1	S	S
Nokia	E65	Symbian v 9.1 S60 3rd Ed.	S	S
Nokia	E66	Symbian v 9.2 S60 3rd Ed. FP1	S	S
S represents single mode client in current release.				

Table 2
Supported devices (cont'd.)

Device brand	Model	Operating system (OS)	Avaya 3100 MC Rel 3.1	Avaya 3100 MC Rel 3.1 (SU2)
Nokia	E71	Symbian v 9.2 S60 3rd Ed. FP1	S	S
Nokia	E72	Symbian v 9.3 S60 3rd Ed. FP2	S	S
Nokia	E75	Symbian v 9.3 S60 3rd Ed. FP2	S	S
Nokia	E90	Symbian v 9.2 S60 3rd Ed. FP1	S	S
Nokia	N95	Symbian v 9.2 S60 3rd Ed. FP1	S	S
Nokia	N97	Symbian v 9.3 S60 5th Ed.	S	S
Samsung	Blackjack	WM6	S	S
Samsung	BlackJack II	WM6	S	S
Samsung	Ace	WM6	S	S
HP	iPAQ 510	WM6	S	S
HTC	TyTn	WM6	S	S
HTC	6800 (Titan)	WM6	S	S
HTC	TyTn II	WM6.1	S	S
HTC	AT&T 8925/Tilt	WM6.1	S	S
HTC	S620/S621	WM6	S	S
HTC	S710	WM6	S	S
HTC	Touch Diamond	WM6	S	S
HTC	Mogul	WM6	S	S
HTC	Touch Pro II	WM6.1	S	S
S represents single mode client in current release.				

Users with unsupported devices can access Avaya 3100 Mobile Communicator features using the Avaya 3100 Mobile Communicator - Web UI (see ["Avaya 3100 Mobile Communicator - Web UI" \(page 23\)](#)).

Avaya 3100 MC - Client software installation

Avaya 3100 MC - Client software installs on the devices using one of the following methods:

- Over the air download: The device downloads the software from a web page.
- Computer download: The user downloads the software to a computer, connects the device to the computer, and downloads the software to the device.
- Push download: For BlackBerry devices only, the BES can push the software to the device.

Avaya 3100 MC - Client administration and security

After installing the Avaya 3100 MC - Client software, you must enter your account user name and password, the address of the Avaya 3100 Mobile Communicator Gateway, and your cell phone number.

Avaya 3100 Mobile Communicator - Web UI

The Avaya 3100 Mobile Communicator - Web UI (Avaya 3100 MC - Web UI) allows access to Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) features, using a web browser, as an alternative to using an installed client on a device.

Avaya 3100 Mobile Communicator Web UI allows users to access and manage the following Avaya 3100 Mobile Communicator features:

- Create a list of telephone numbers to which office calls can be simultaneously routed.
- Place an enterprise call using the office dialing format (for example, a 4-digit extension), and to take that call on any telephone
- Search the corporate directory and use click-to-call from search results list
- View the message waiting indicator (MWI) and click-to-call voice mail
- Suspend mobile call routing with Do Not Disturb (DND) mode
- Access mid-call features using star (*) code dialing from the listed telephone
- Single number reach: user configurable call routing allows office calls to simultaneously ring on any internal or public switched telephone network (PSTN) Direct Inward Dial (DID) telephone
- Single identity: Outbound calls dialed using the Avaya 3100 Mobile Communicator Web UI carry the user's office Calling Line Identification (CLID)
- Single Voice Mail: Avaya 3100 Mobile Communicator Web UI helps reduce messages on the corporate voice mail system by allowing users to publish only their office telephone number, and not their direct cell phone number for business use
- Enterprise telephony from any telephone
- Enterprise dialing with least cost routing and toll avoidance on long distance calls

- Conferencing
- Attendant features, including busy lamp field and barge-in
- Device handoff between office telephone and mobile telephone

The Avaya 3100 Mobile Communicator Web UI supports any browser-equipped mobile device, including the latest models (not yet supported by the Avaya 3100 Mobile Communicator clients), legacy modules (no longer supported by the Avaya 3100 MC - Client), and mobile devices not targeted in the client portfolio. The Avaya 3100 Mobile Communicator Web UI provides a nonintrusive interface (suitable for personally-owned devices), with minimal data usage (on-demand usage).

A single Avaya 3100 MC - Client license enables both the client and the Avaya 3100 Mobile Communicator - Web UI. Licensed users can choose their preferred method of access, or alternate between access methods, based on their mobile scenario. A user cannot use the Avaya 3100 MC - Client and Avaya 3100 Mobile Communicator - Web UI concurrently, and logging on to one of these interfaces causes the other interface to terminate.

In redundant Avaya 3100 Mobile Communicator Gateway configurations, the Avaya 3100 Mobile Communicator Web UI communicates with the primary server only. If the primary server fails, the Avaya 3100 Mobile Communicator Web UI becomes inaccessible, and becomes accessible when the primary server returns to service.

The Avaya 3100 Mobile Communicator Web UI requires that color screen devices have a minimum screen size of 160x120 pixels.

Avaya 3100 Mobile Communicator Gateway

The Avaya 3100 Mobile Communicator Gateway interacts with the Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) application and Avaya 3100 Mobile Communicator - Web UI (Avaya 3100 MC - Web UI) on mobile devices, and the supporting communication server.

Navigation

- ["Avaya 3100 Mobile Communicator Gateway overview" \(page 25\)](#)
- ["Avaya 3100 Mobile Communicator Gateway features" \(page 26\)](#)
- ["Avaya 3100 Mobile Communicator Gateway server components" \(page 26\)](#)
- ["Avaya 3100 Mobile Communicator Gateway installation and configuration" \(page 27\)](#)
- ["Avaya 3100 Mobile Communicator Gateway administration and security" \(page 28\)](#)

Avaya 3100 Mobile Communicator Gateway overview

The Avaya 3100 Mobile Communicator Gateway facilitates communication between the Avaya 3100 MC - Client and Enterprise communication servers. The Avaya 3100 Mobile Communicator Gateway supports the following clients:

- Avaya 3100 MC - Client for BlackBerry
- Avaya 3100 MC - Client for Nokia
- Avaya 3100 MC - Client for iPhone
- Avaya 3100 MC - Client for Windows Mobile Single Mode
- Avaya 3100 Mobile Communicator - Web UI

This document refers to the supported Avaya 3100 Mobile Communicator clients and the Avaya 3100 Mobile Communicator Web UI using the generic term *clients*.

Avaya 3100 Mobile Communicator Gateway features

The Avaya 3100 Mobile Communicator Gateway provides the Avaya 3100 Mobile Communicator Instant Conferencing feature. The Avaya 3100 Mobile Communicator Gateway administrator uses a Web-based administration tool that enables administrators to perform the following tasks:

- monitor the Avaya 3100 Mobile Communicator Gateway and active Avaya 3100 Mobile Communicator Instant Conferencing
- start, stop, and restart the Avaya 3100 Mobile Communicator Gateway software processes
- update the Avaya 3100 Mobile Communicator Gateway operating parameters
- monitor and manage clients
- track statistics for the entire system or individual users
- manage the distribution of client software
- troubleshoot problems using the built-in packet capture tool
- upload localized prompts

For more information, see *Avaya 3100 Mobile Communicator Administration and Security* (NN42030-600).

Avaya 3100 Mobile Communicator Gateway server components

Avaya supports Avaya 3100 Mobile Communicator Gateway server software installations on the CS 1000 Release 5.5 Linux Base only. The Avaya 3100 Mobile Communicator Gateway software requires a dedicated server. You cannot install any other software on the server.

For more information, see *Avaya 3100 Mobile Communicator Deployment Guide* (NN42030-301).

Hardware components

The Avaya 3100 Mobile Communicator Gateway software can be installed on one of the following Commercial off the shelf (COTS) servers:

- HP DL320G4
- IBM x306m

The following table describes the supported hardware requirements.

Table 3
Hardware components

Hardware	Specification
Processor	3.0 GigaHertz (GHz)

Table 3
Hardware components (cont'd.)

Hardware	Specification
Memory	2 GigaByte Dynamic Random Access Memory (GB DRAM)
Hard Disk Drive	80 GB Serial Advanced Technology Attachment (SATA) Disk
Network Interface Card	two 1-GB Ethernet cards

Software components

The Avaya 3100 Mobile Communicator Gateway software installation includes the following software components:

- Avaya 3100 Mobile Communicator Gateway (Avaya 3100 Mobile Communicator Gateway): enables the clients to access advanced collaborative IP telephony services on the enterprise network. Using the clients, users can search the corporate directory, manage voice mail, dial by extension number, and hold instant conferencing with predefined groups of users.
- Avaya 3100 Mobile Communicator Gateway Administration Server: includes the Web Administration Console, a Web-based tool that administrators use to start, stop, and reload server processes, update operating parameters, monitor users, track messaging statistics, and manage the distribution of client software. The Administration server also includes a database of server activity.
- Avaya 3100 Mobile Communicator Gateway Instant Conferencing Server: hosts ad hoc conference calls with predefined groups of users within the enterprise network. The Instant Conferencing server includes a database of instant conferencing activities.

Avaya 3100 Mobile Communicator Gateway installation and configuration

Before you install the Avaya 3100 Mobile Communicator Gateway server software, you must perform some preinstallation, configuration, and verification steps. To preinstall the host server and the network enterprise network, you must:

- Install the Avaya Linux operating system (OS) on the host server.
- Verify the enterprise network setup: the Lightweight Directory Access Protocol (LDAP) servers and Domain Name Server (DNS) must be installed and started.

After installing the Avaya 3100 Mobile Communicator Gateway software, you must configure the Avaya 3100 Mobile Communicator Gateway parameters to communicate with the following network elements:

- Enterprise Communications Server (ECS)
- Backup Avaya 3100 Mobile Communicator Gateway (if installed)
- Lightweight Directory Access Protocol (LDAP) Server

For more information about Avaya 3100 Mobile Communicator Gateway installation, see *Avaya 3100 Mobile Communicator Deployment Guide* (NN42030-301).

Avaya 3100 Mobile Communicator Gateway administration and security

This section describes administration, licensing, and certificate management requirements for the Avaya 3100 Mobile Communicator Gateway. For more information, see *Avaya 3100 Mobile Communicator Administration and Security* (NN42030-600).

Administration

Avaya 3100 Mobile Communicator administration is done through the Avaya 3100 Mobile Communicator Web Administration Console. The Web Administration Console can be accessed using a Web address (either secure or unsecure).

Licensing

The Avaya 3100 Mobile Communicator Gateway manages all licensing. The license file is installed on the Avaya 3100 Mobile Communicator Gateway and as each client registers, the licences are consumed.

For more information about licenses, see *Avaya 3100 Mobile Communicator Deployment Guide* (NN42030-301) and *Avaya 3100 Mobile Communicator Administration and Security* (NN42030-600).

Certificates

A Public Key Infrastructure (PKI) uses Transport Layer Security (TLS) certificates to provide server authentication and private communication. With a PKI, the communication between the mobile clients and the Avaya 3100 Mobile Communicator Gateway server is secure.

To configure the PKI, the following tasks are required:

- Enroll with a Certificate Authority (CA).
- Generate a Certificate Signing Request (CSR).
- Obtain a signed TLS certificate.
- Obtain the CA root certificate, intermediate certificate, or both as required by the CA.

- Install the root or intermediate (or both as required by the CA) and signed certificates.
- Distribute the CA root certificate.

Some CAs, such as VeriSign or Entrust, charge a fee for their services. Others, such as CACert or RapidSSL, provide free or low-cost solutions. As an alternative to using a commercial CA, you can build your own. For example, Microsoft Exchange Server includes tools that enable you to build a CA server that is exclusive to your organization.

Other components

This section documents other components in Avaya 3100 Mobile Communicator (Avaya 3100 MC).

Navigation

- ["LDAP server" \(page 31\)](#)

LDAP server

A Lightweight Directory Access Protocol (LDAP) server provides information for the Corporate Directory in the Avaya 3100 Mobile Communicator.

Documentation roadmap

This section provides an overview of all technical documentation available for Avaya 3100 Mobile Communicator (Avaya 3100 MC).

Navigation

- ["Technical documentation changes" \(page 33\)](#)
- ["Roadmap" \(page 34\)](#)
- ["Text conventions" \(page 37\)](#)
- ["Modular, task-based information" \(page 38\)](#)

Technical documentation changes

This section identifies new, retired, and restructured technical documents for Avaya 3100 Mobile Communicator (Avaya 3100 MC).

- ["New technical documents" \(page 33\)](#)
- ["Retired technical documents" \(page 34\)](#)
- ["Restructured technical documents" \(page 34\)](#)

For information about the complete documentation suite, see ["Documentation roadmap" \(page 33\)](#)

New technical documents

The following documents are new in Avaya 3100 Mobile Communicator for Release 3.1:

- *Avaya 3100 Mobile Communicator - Client for iPhone* (NN42030-111)
- *Avaya 3100 Mobile Communicator Deployment Guide* (NN42030-301), which consolidates and replaces the following documents:
 - *Mobile Communication 3100 Planning and Engineering* (NN42030-200)
 - *Mobile Communication 3100 Installation and Commissioning* (NN42030-300)
 - *Mobile Communication 3100 and Communication Server 1000 Solution Integration Guide* (NN49000-315)

Retired technical documents

The following documents are retired in Avaya 3100 Mobile Communicator Release 3.1.

- *Avaya 3100 Mobile Communicator - Client for BlackBerry Quick Reference* (NN42030-105)
- *Avaya 3100 Mobile Communicator - Client for Nokia Quick Reference* (NN42030-106)
- *Avaya 3100 Mobile Communicator - Client for Windows Mobile Quick Reference* (NN42030-108)
- *Mobile Communication 3100 Planning and Engineering* (NN42030-200)
- *Mobile Communication 3100 Installation and Commissioning* (NN42030-300)
- *Mobile Communication 3100 and Communication Server 2100 Solution Integration Guide* (NN42200-506)
- *Mobile Communication 3100 and Communication Server 1000 Solution Integration Guide* (NN49000-315)

Restructured technical documents

The following documents are restructured in Avaya 3100 Mobile Communicator Release 3.1.

- *Avaya 3100 Mobile Communicator - Client for BlackBerry User Guide* (NN42030-101) includes the content from *Avaya 3100 Mobile Communicator - Client for BlackBerry Quick Reference* (NN42030-105).
- *Avaya 3100 Mobile Communicator - Client for Nokia User Guide* (NN42030-102) includes the content from *Avaya 3100 Mobile Communicator - Client for Nokia Quick Reference* (NN42030-106).
- *Avaya 3100 Mobile Communicator - Client for Windows Mobile User Guide* (NN42030-107) includes the content from *Avaya 3100 Mobile Communicator - Client for Windows Mobile Quick Reference* (NN42030-108)

Roadmap

This section lists and describes the documentation available for Avaya 3100 Mobile Communicator.

Avaya 3100 Mobile Communicator documentation packaging

Avaya 3100 Mobile Communicator documents are packaged according to customer-defined functional roles called job functions. See the following table for information about how the documentation suite is organized.

Table 4
Avaya 3100 Mobile Communicator documentation packaging

Job function	Avaya 3100 Mobile Communicator document
Product fundamentals	<i>Avaya 3100 Mobile Communicator - Client for BlackBerry User Guide</i> * (NN42030-101) <i>Avaya 3100 Mobile Communicator - Client for Nokia User Guide</i> * (NN42030-102) <i>Avaya 3100 Mobile Communicator - Client for Windows Mobile User Guide</i> * (NN42030-107) <i>Avaya 3100 Mobile Communicator Fundamentals</i> * (NN42030-109) <i>Avaya 3100 Mobile Communicator - Client for iPhone User Guide</i> * (NN42030-111)
Planning and Engineering	<i>Avaya 3100 Mobile Communicator Deployment Guide</i> * (NN42030-301)
Installation and commissioning	<i>Avaya 3100 Mobile Communicator Deployment Guide</i> * (NN42030-301)
Updates and patches	<i>Avaya 3100 Mobile Communicator Release Notes</i> * (NN42030-404)
Administration and security	<i>Avaya 3100 Mobile Communicator Administration and Security</i> * (NN42030-600)
Fault and performance management	<i>Avaya 3100 Mobile Communicator Troubleshooting</i> * (NN42030-700)
* The document was updated since the last release.	

Product fundamentals

Product fundamentals documentation includes overview and reference information about the product and product documentation.

Document title	Description
<i>Avaya 3100 Mobile Communicator - Client for BlackBerry User Guide</i> (NN42030-101)	This document describes installation, configuration, and user instructions for the Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) for BlackBerry.
<i>Avaya 3100 Mobile Communicator - Client for Nokia User Guide</i> (NN42030-102)	This document describes installation, configuration, and user instructions for the Avaya 3100 MC - Client for Nokia.

Document title	Description
<i>Avaya 3100 Mobile Communicator - Client for Windows Mobile User Guide</i> (NN42030-107)	This document describes installation, configuration, and user instructions for the Avaya 3100 MC - Client for Windows Mobile.
<i>Avaya 3100 Mobile Communicator Fundamentals</i> (NN42030-109)	This document describes what is new in Avaya 3100 Mobile Communicator, the Avaya 3100 Mobile Communicator product fundamentals, the Avaya 3100 Mobile Communicator documentation roadmap, and common Avaya 3100 Mobile Communicator terminology.

Planning and engineering

Planning and engineering documentation provides the engineer with all the information needed to plan and engineer an Avaya 3100 Mobile Communicator system.

Document title	Description
<i>Avaya 3100 Mobile Communicator Deployment Guide</i> (NN42030-301)	This document describes the planning and engineering guidelines for the Avaya 3100 Mobile Communicator (Avaya 3100 MC).

Installation and commissioning

Installation and commissioning documentation enables you to install the Avaya 3100 Mobile Communicator software and perform the initial configuration.

Documentation title	Description
<i>Avaya 3100 Mobile Communicator Deployment Guide</i> (NN42030-301)	This document describes the Avaya 3100 Mobile Communicator Gateway server installation.

Updates and patches

Updates and patches documentation enables you to upgrade your system, and includes Release Notes.

Document title	Description
<i>Avaya 3100 Mobile Communicator Release Notes</i> (NN42030-404)	This document describes service updates (SU) and build-specific software information.

Administration and security

Administration and security documentation enables you to securely manage and maintain the system configuration, data, and users.

Document title	Description
<i>Avaya 3100 Mobile Communicator Administration and Security</i> (NN42030-600)	This document describes how to manage and maintain the Avaya 3100 Mobile Communicator system configuration, data, and users.

Fault and performance management

Fault and performance management documentation enables you to manage faults and optimize the performance of the Avaya 3100 Mobile Communicator.

Document title	Description
<i>Avaya 3100 Mobile Communicator Troubleshooting</i> (NN42030-700)	This document describes how to troubleshoot issues, provides workarounds, and related information.

Text conventions

This chapter describes the text conventions used throughout the documentation suite.

Bold Courier text

Bold Courier text indicates commands, options, and text that you must enter at the CLI command prompt.

Example: **edit system login**

Example: Use the **dinfo** command.

Bold Helvetica text

Bold Helvetica text indicates the GUI object name you must act upon.

Examples:

Click **OK**.

Type **c:\myfiles**.

On the **Tools** menu, choose **Options**.

Plain Courier text

Plain Courier text indicates command syntax and system output, for example, prompts and system messages.

Example:

Error: Invalid command syntax

[Failed] [2005-06-22 13:37:03.303 -04:00]

Special messages

A special message identifies a risk associated with an action. A special message can also explain how to avoid or reduce the risk. The following are examples of the different types of special messages and the purposes they serve.

Attention: Use Attention instead of Note or Important to draw the user's attention to key information that does not carry with it the risk of personal injury, death, system failure, service interruption, loss of data, damage to equipment, or electrostatic discharge.

**DANGER****Risk of injury or death from high voltage or electric shock**

This special message indicates where an immediate hazard exists that, if not avoided, can result in serious personal injury or death through high voltage or electric shock.

**DANGER****Risk of serious personal injury or death**

This special message signals where an immediate hazard exists that, if not avoided, can result in minor or moderate personal injury.

**WARNING****Risk of minor or moderate personal injury**

This special message warns that a potential hazard exists that, if not avoided, can result in minor or moderate personal injury.

**CAUTION****Risk of system failure, service interruption, loss of data, or equipment damage**

This special message cautions against practices that are not safe or are potential hazards not covered by danger or warning messages.

**CAUTION****Risk of service loss from electrostatic discharge**

This special message indicates the risk of electrostatic discharge from electrostatic-discharge-sensitive (ESDS) devices. It cautions the user to observe precautions for handling ESDS devices.

Modular, task-based information

Modular, task-based information is organized by specific principles of structure, information type, and task focus. The documentation is based upon the tasks that the user must perform to fulfill their job function. The sequence and dependencies among the tasks is represented in work flows and task flows. The tasks are supported by conceptual and reference information.

Work flows and task flows

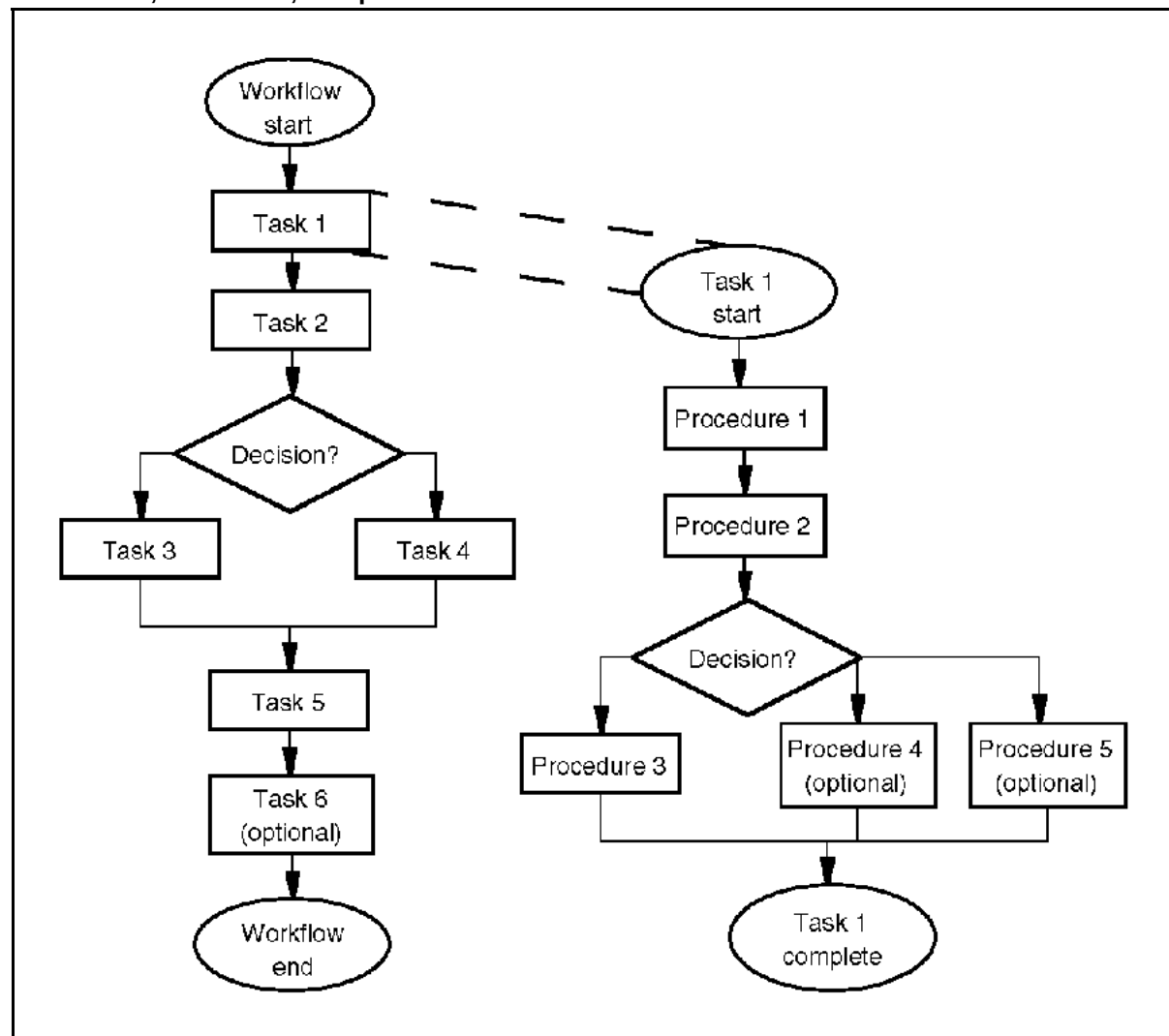
Task-based documentation emphasizes procedural information. Flowcharts provide the primary navigation to tasks and procedures whenever there is a required order and flow to the actions you must perform to complete a given job.

Work flows and task flows are flowcharts that illustrate which tasks or procedures and decisions occur in an activity. The flowcharts guide you through any type of activity on the product, whether it is initial installation, configuration, upgrades, routine maintenance, or troubleshooting.

Each flowchart provides the prerequisites and links to the tasks or procedures that you need to perform. Always follow the work flows and task flows so that you perform the required procedures in the correct order.

To understand the relationship between work flows, task flows, and procedures, see the following figure.

Figure 2
Work flows, task flows, and procedures in task-based documentation



Avaya 3100 Mobile Communicator communication call flows

This chapter describes the call flows for typical communication scenarios between the various components of the Avaya 3100 Mobile Communicator (Avaya 3100 MC) and the communication server. These scenarios identify the messages that the components exchange.

Navigation

- ["Avaya 3100 Mobile Communicator Gateway registration process" \(page 41\)](#)
- [Figure 3 "Avaya 3100 Mobile Communicator Gateway registration process call flow " \(page 42\)](#)
- ["Avaya 3100 Mobile Communicator Gateway call termination process" \(page 43\)](#)
- ["Avaya 3100 Mobile Communicator Gateway call origination - Direct Dial call process" \(page 44\)](#)
- ["Avaya 3100 Mobile Communicator Gateway call origination - Call-me-First process" \(page 45\)](#)

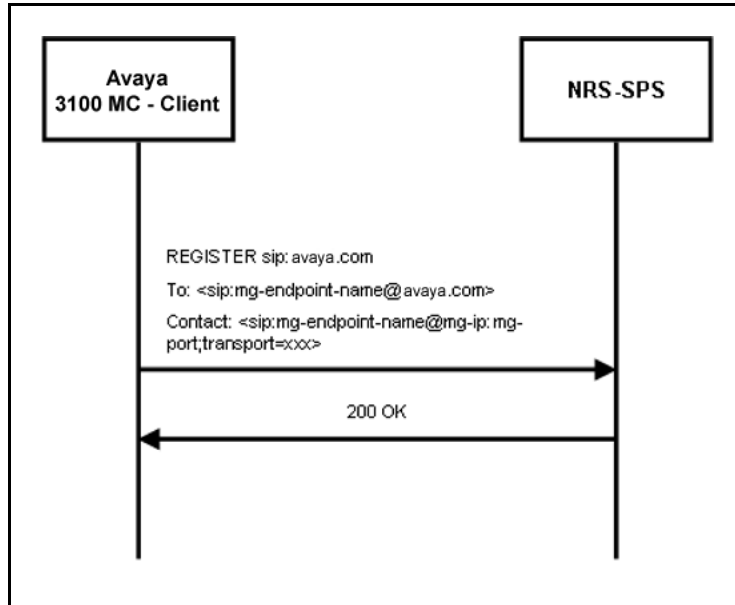
Avaya 3100 Mobile Communicator Gateway registration process

[Figure 3 "Avaya 3100 Mobile Communicator Gateway registration process call flow " \(page 42\)](#) shows the call flow for the Avaya 3100 Mobile Communicator Gateway registration process.

- The Avaya 3100 Mobile Communicator Gateway registers with the Network Routing Service-SIP Proxy Server (NRS-SPS) as a SIP gateway.
- In the NRS-SPS database, the NRS-SPS defines the Avaya 3100 Mobile Communicator Gateway as a dynamic endpoint and assigns it an endpoint name.
- In the redundant Avaya 3100 Mobile Communicator Gateway deployment, the NRS-SPS configuration represents both the primary and secondary Avaya 3100 Mobile Communicator Gateway as a single Gateway Endpoint (GW EP). The NRS-SPS can only register one Avaya 3100 Mobile Communicator Gateway (the active one) at any

point in time, so the registered Avaya 3100 Mobile Communicator Gateway receives all related SIP traffic.

Figure 3
Avaya 3100 Mobile Communicator Gateway registration process call flow

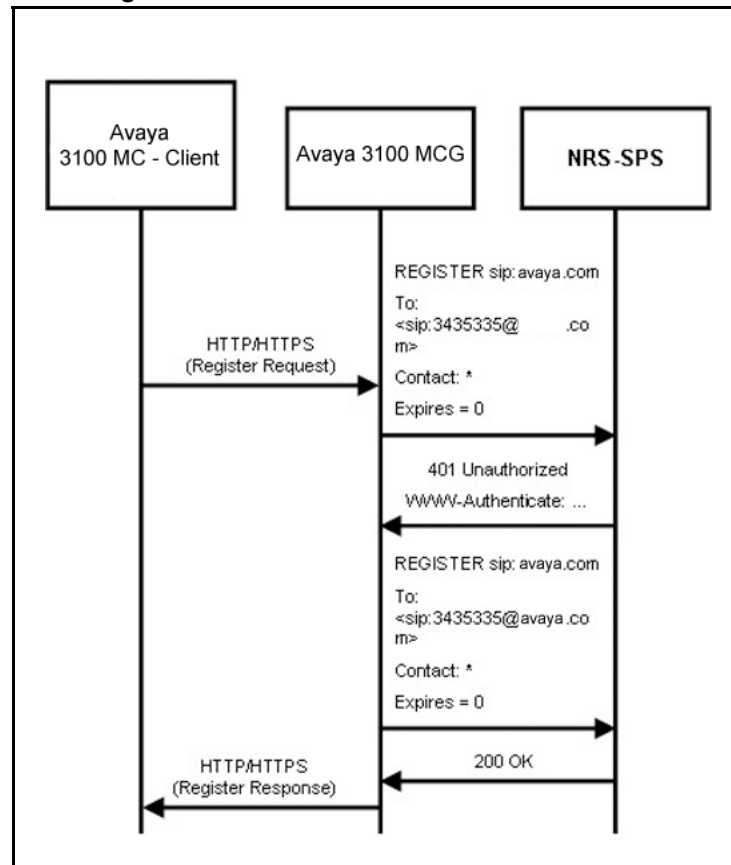


Avaya 3100 Mobile Communicator Gateway client registration process

Figure 4 "Client registration call flow" (page 43) shows the call flow for the Avaya 3100 Mobile Communicator Gateway client registration.

- All clients follow this process.
- The NRS database defines the single mode clients as user endpoints (UE) that require authentication (a user name and password).
- The UE does not route calls, but only manages user password provisioning.
- The single mode clients deregister to check the user password.

Figure 4
Client registration call flow

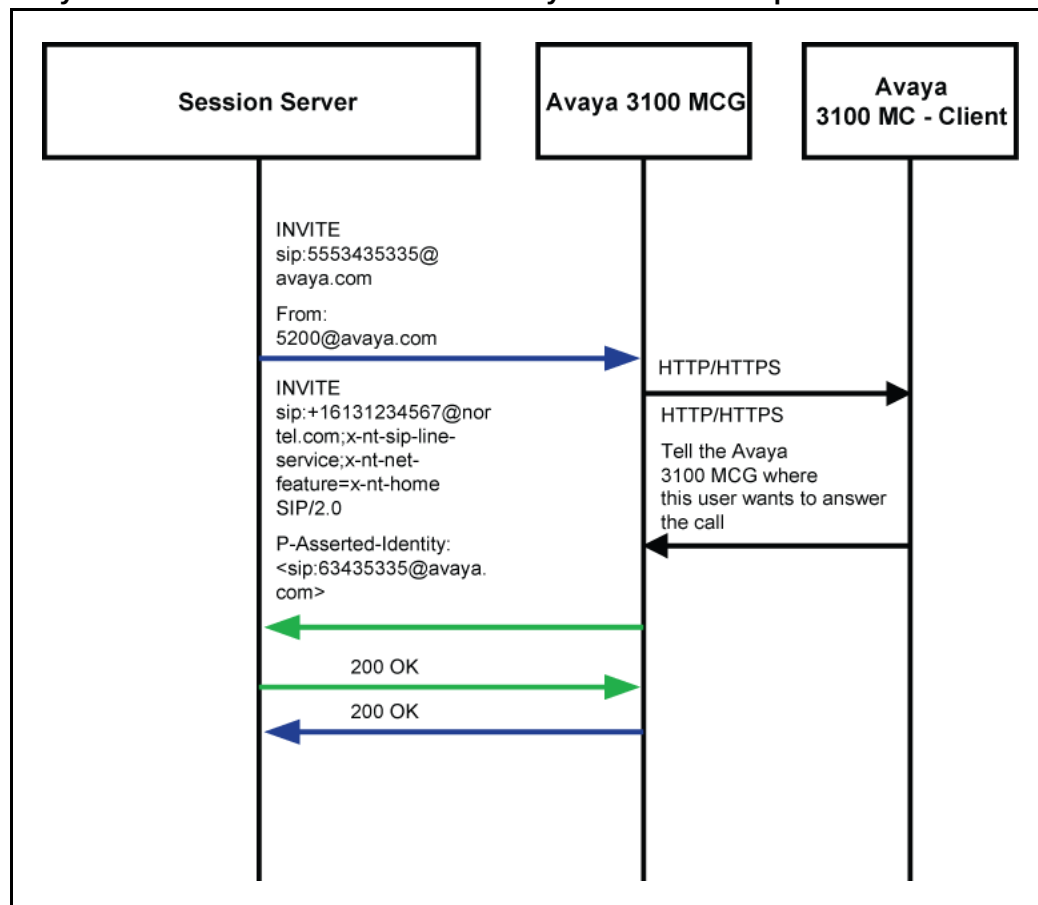


Avaya 3100 Mobile Communicator Gateway call termination process

Figure 5 "Avaya 3100 Mobile Communicator Gateway call termination process call flow" (page 44) shows the call flow of Avaya 3100 Mobile Communicator Gateway call termination process.

Figure 5

Avaya 3100 Mobile Communicator Gateway call termination process call flow

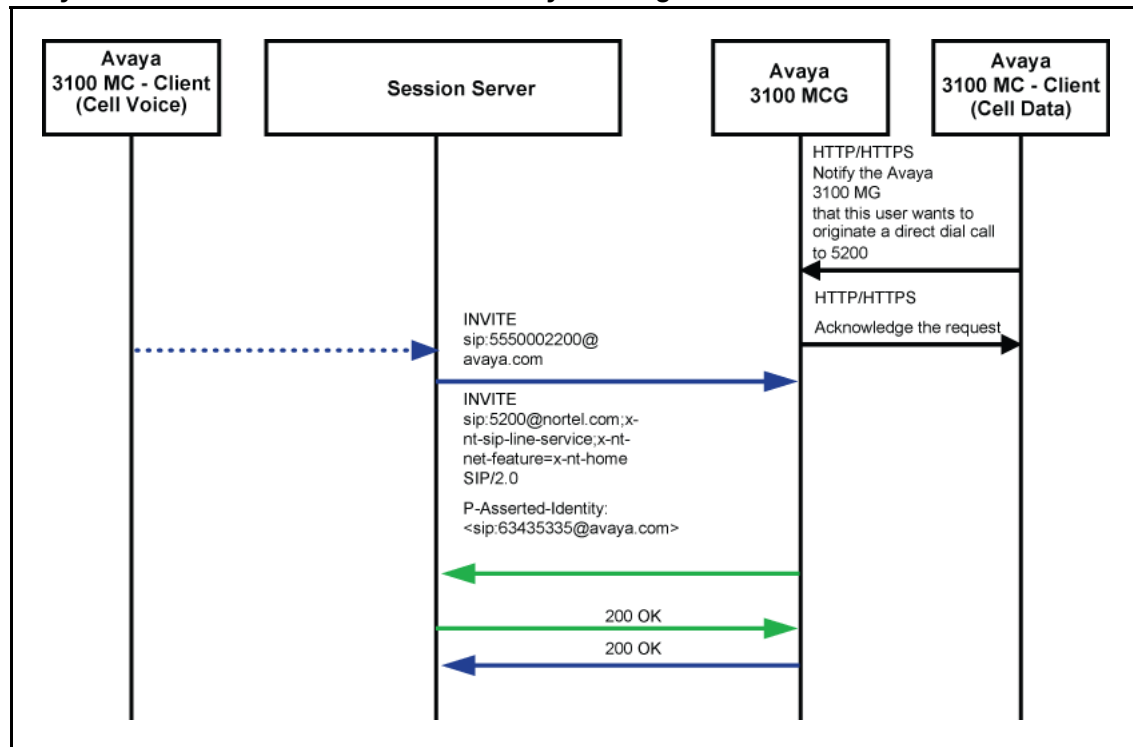


Avaya 3100 Mobile Communicator Gateway call origination - Direct Dial call process

Figure 6 "Avaya 3100 Mobile Communicator Gateway call origination - Direct Dial call flow " (page 45) shows an example of a call flow for the Direct Dial process. A single mode client dials an IP telephone (extension 5200) using Direct Dial.

Figure 6

Avaya 3100 Mobile Communicator Gateway call origination - Direct Dial call flow

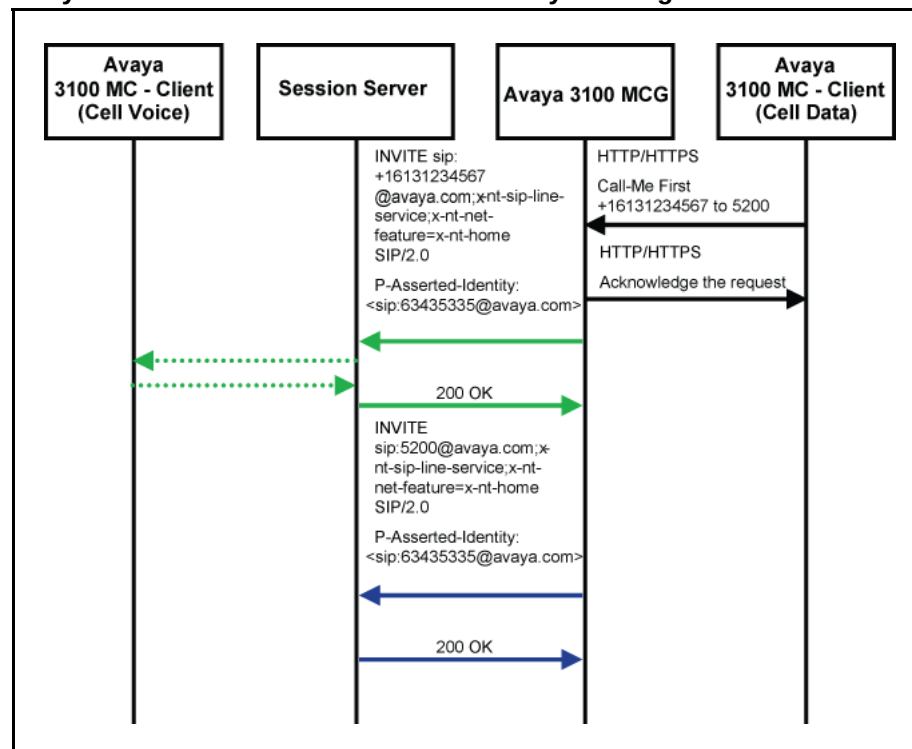


Avaya 3100 Mobile Communicator Gateway call origination - Call-me-First process

Figure 7 "Avaya 3100 Mobile Communicator Gateway call origination - Call-me-First call flow" (page 46) shows an example of a Call-me-First call. The client starts a call between the device and the IP telephone (extension 5200).

Figure 7

Avaya 3100 Mobile Communicator Gateway call origination - Call-me-First call flow



Terminology

This chapter contains the Avaya 3100 Mobile Communicator (Avaya 3100 MC) terminology.

Abbreviation	Definition
Avaya 3100 MC	Avaya 3100 Mobile Communicator
Avaya 3100 MC - Client	Avaya 3100 Mobile Communicator - Client
Avaya 3100 MC - Web UI	Avaya 3100 Mobile Communicator - Web UI
Avaya 3100 MCG	Avaya 3100 Mobile Communicator Gateway
Avaya CS 1000	Avaya Communication Server 1000
CDMA 1xRTT	Code Division Multiple Access Single Carrier (1x) Radio Transmission Technology
COTS	Commercial off the Shelf
DLL	Dynamic Link Library
DND	Do Not Disturb
DTMF	Dual Tone Multi Frequency
ECM	Enterprise Common Manager
ECMA	European Computer Manufacturers Association
EDGE	Enhanced Data rates for Global Evolution
EVDO	Evolution Data Only
FMCL	Fixed Mobile Convergence Line
FQDN	Fully Qualified Domain Name
GSM	Global System for Mobile Communications
GUI	Graphical User Interface
LCS	Microsoft Live Communications Server 2005
MWI	Message Waiting Indicator
NRS	Network Routing Service

Abbreviation	Definition
OCS	Microsoft Office Communications Server 2007
PCA	Personal Call Assistant
PSTN	Public System Telephone Network
PBX	Private Branch Exchange
RAM	Random Access Memory
RTC	Real Time Collaboration
SIP	Session Initiation Protocol
SMS	Short Message Service
SPS	SIP Proxy Server
UEXT	Universal Extension
UI	User Interface
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
USB	Universal Serial Bus
VM	Voice Mail
VoWLAN	Voice over WLAN
VPN	Virtual Private Network
WiFi	Wireless Fidelity
WLAN	Wireless Local Area Network
WM	Windows Mobile